



DEPARTMENT OF THE NAVY
OFFICE OF THE SECRETARY
WASHINGTON, D.C. 20350-1000

SECNAVINST 4855.6
ASSTSECNAV(S&L) RM&QA

3 FEB 1988

SECNAV INSTRUCTION 4855.6

From: Secretary of the Navy

Subj: NAVY QUALITY DEFICIENCY REPORTING PROGRAM

Ref: (a) SECNAVINST 4855.3, Product Deficiency Reporting and Evaluation Program (PDREP) (NOTAL)
(b) SECNAVINST 4855.5, Reporting of Product Quality Deficiencies Across Component Lines

Encl: (1) Quality Deficiency Report (QDR) Preparation & Processing Guide

1. Purpose. To establish policy, assign responsibilities, and delineate procedures for implementing a unified Navy Quality Deficiency Reporting (QDR) Program for use by all naval activities.

2. Background. Reporting deficient material and obtaining corrective action to prevent recurrence is an integral part of the Product Deficiency Reporting and Evaluation Program (PDREP) established by references (a) and (b). This instruction in conjunction with the QDR program requisites of enclosure (1) incorporates all requirements of reference (a) for implementing a unified QDR program across all naval activities.

3. Policy. It is the Navy policy that:

a. All product deficiencies and unsatisfactory conditions in new and newly reworked material will be reported and corrective action initiated to prevent recurrence. This includes deficiencies in maintenance, design, procurement and material.

b. Standardization of form, format and procedures be mandated to allow ready and accurate identification of similar problems, trends or recurring deficiencies and to facilitate exchange of data between activities.

4. Scope. The provisions of this instruction apply to the reporting of product deficiencies in new or newly reworked material in all programs involving naval material or services regardless of:

- a. Cost
- b. Source (contractor-government activity)
- c. Condition (new-repaired-refurbished)
- d. How obtained (purchased-requisitioned-GFM)

- e. Quality status (certified/uncertified-warranted or not with/without government source inspection)

Materials specifically excluded from the provisions of this instruction are identified in enclosure (1).

5. Action

a. The Commander, Naval Air Systems Command (COMNAVAIR) is the designated PDREP Focal Point for Quality Deficiency Reporting and shall appoint a PDREP QDR Program Manager and notify the Assistant Secretary of the Navy (Shipbuilding & Logistics) Reliability, Maintainability & Quality Assurance (ASSTSECNAV(S&L) RM&QA) in writing of his/her identity, location and telephone number. The PDREP QDR Program Manager shall:

- (1) Perform all administrative functions and resolve all policy and procedural questions relating to this instruction and the PDREP QDR program.
- (2) Provide guidance, technical direction and training as necessary to assist naval activities in implementing this instruction.
- (3) Ensure the QDR program is properly implemented by all naval activities.
- (4) Provide management reports for measuring and monitoring the effectiveness of the QDR program.
- (5) Coordinate interface with reference (a) through ASSTSECNAV(S&L) RM&QA.
- (6) Act as Project Manager under NAVDAC PUB 24.1 (NOTAL) for the development of an Automated Information System (AIS) to support PDREP QDR.

b. Systems Commands (SYSCOM), Research & Development (R&D) Centers and Program Managers shall:

- (1) Develop and publish policies, procedures and instructions for implementing and administering a QDR program as required by this instruction incorporating specific program requisites of enclosure (1).
- (2) Designate a QDR Program Administrator responsible for ensuring that all activities under their cognizance comply with the requirements of the QDR instruction and ensure the functions of enclosure (1) are accomplished. Advise the PDREP QDR Program Manager in writing of the identity, location and telephone extension of the Program Administrator.
- (3) Assign resources to effectively implement and administer the QDR program.
- (4) Perform action/support responsibilities across SYSCOM lines when requested by Screening Points.

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c. Chief of Naval Operations (CNO) shall develop new or revise existing procedures and instructions to ensure activities under the cognizance of CNO implement a QDR program as required by this instruction incorporating the applicable requirements of enclosure (1).

6. Definitions. Specific terminology is defined in enclosure (1).

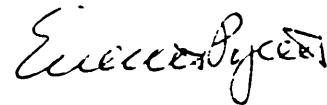
7. Reports and Forms

a. Reports. Reports generated as a result of this directive are exempt from reports control by OPNAVINST 5214.7.

b. Forms

(1) Quality Deficiency Report, SF-368, is available from the GSA Supply Catalog (Office Products) under NSN 7540-00-133-5541.

(2) DoD Exhibit Identification Tag, DD Form 2332, is available from Naval Publications and Forms Center, 5801 Tabor Ave., Philadelphia, PA under SN 0102-LF-002-3320.



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QUALITY DEFICIENCY REPORT (QDR)

PREPARATION & PROCESSING GUIDE



Enclosure (1)

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-FOREWORD-

SECNAVINST 4855.6 promulgates Navy policy on reporting product deficiencies. This document is a processing guide developed to assist NAVSYSCOM Activities in implementing the program by providing detailed guidance on reporting requirements and processing procedures. The PDREP QDR Program is managed by COMNAVAIR under the direction of ASSTSECNAV(S&L) RM&QA.

This document will be revised, amended and corrected as necessary to reflect latest policy and procedures. Questions or comments should be addressed to:

Commander
Naval Air Systems Command
Washington, DC 20361-5000

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SECTION 1.0

INTRODUCTION

1.1 Purpose

1.1.1 This document establishes standardized procedures for implementing a Navy Quality Deficiency Reporting program by all naval activities.

1.1.2 This document assigns basic responsibilities, identifies mandatory requirements, specifies form, format and provides detailed instructions for completing and processing the requisite deficiency report.

1.2 Background

1.2.1 Reference (a) established a Navy unified Product Deficiency Reporting and Evaluation Program (PDREP) designed to decrease material ownership costs, measure the effectiveness of the reporting system, initiate corrective action and evaluate contractor/supplier performance. The QDR program is an integral part of PDREP.

1.2.2 The requirement to report unsatisfactory material and initiate corrective and preventive action to preclude recurrence has long been DoD policy. This document reflects the latest changes in the joint service regulation and describes the standardized procedures by which all naval activities must report deficiencies in material, technical data and substandard workmanship in Navy procured, managed, reworked, certified or furnished material.

1.2.3 The QDR program is designed to provide the means to readily identify individual product quality deficiencies, recurring deficiencies and trends and permit the exchange of quality deficiency information with other Navy activities and DoD components and thus provide management with visibility and data necessary to effect preventive action or adopt alternate courses of action.

1.3 Scope

1.3.1 The QDR program is to be followed when reporting deficiencies on government furnished/owned material and contractor furnished materials or services, design deficiencies or inadequate procurement documents that are cause for defective products being delivered to the Navy.

1.3.2 The provisions of the QDR program and this guide apply to (but are not limited to) the following:

1.3.2.1 New material procured from a private contractor via a contract or purchase order.

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1.3.2.2 New material obtained from a private contractor via any contract or purchase order and shipped directly to any Navy activity for inspection and acceptance.

1.3.2.3 Material procured by a government activity (external to Navy) from a private contractor via a contract or purchase order and provided to a naval activity.

1.3.2.4 Material manufactured by a naval activity and provided to another naval user.

1.3.2.5 Material certified by a naval activity and provided to another naval user.

1.3.2.6 Material that has been repaired, restored or overhauled by a private contractor on a contract or purchase order and provided to a naval user.

1.3.2.7 Material that has been repaired, restored or overhauled by a naval activity or a government activity external to Navy and provided to a naval user.

1.3.2.8 Technical data which is provided or procured (including technical manuals and vendor certified objective quality evidence) and found defective during receipt inspection, usage, maintenance, overhaul or support of applicable equipment.

1.3.3 The provisions of the QDR program and this guide do not apply to the following:

1.3.3.1 Any unsatisfactory material conditions involving local base or station deliveries to, or returns from, internal or satellite activities reported under local internal procedures.

1.3.3.2 Technical publication deficiencies such as printing, grammatical errors, omissions, problems concerning Microfilm, Maintenance Requirement Cards (MRCs), Work Unit Code (WUC) Manuals, or Maintenance Instruction Manuals (MIMs). This exclusion does not apply when Tech Pubs are furnished by a contractor as a contracted line item for acceptance and use (preliminary reviews are excluded).

1.3.3.3 Receipt of incorrect material, shortages/overages and discrepancies in preservation, packing, marking which will be reported on SF Form 364 per SECNAVINST 4355.18.

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1.3.3.4 Reporting of Transportation discrepancies in shipment which will be reported on DD Form 361 per NAVSUPINST 4610.33C (NOTAL).

1.3.3.5 Locally purchased material (material which will not support combat/weapon systems and is procured for local use only, i.e. pens, pencils, paper, typewriters, etc.) found unsatisfactory during receiving inspection or upon delivery which will be reported per local directives. Industrial Plant material is reportable.

1.3.3.6 Reporting of deficiencies in Foreign Military Sales, Supply Support Arrangements, and Grant Aid under the International Logistics Program after conveyance of title will be reported on SF-364 per SECNAVINST 4355.17 (NOTAL).

1.3.3.7 Subsistence material deficiencies which are reported on DD Form 1608, Unsatisfactory Material Report (Subsistence) will be reported per NAVSUPINST 4355.2D (NOTAL).

1.3.3.8 Material verified as failing because of known improper/inadequate in-service maintenance or improper operation.

1.3.3.9 Adjustment required for normal equipment test and installation.

1.3.3.10 Medical material deficiencies which are reported on SF Form 380, Unsatisfactory Material Report (Medical) will be reported per BUMEDINST 6710.63 (NOTAL).

1.3.3.11 Malfunctions (explosive incidents or accidents) involving ammunition and explosives which do not relate to material quality deficiencies. These will be reported per NAVSEAINST 8025.1B (NOTAL), AR 75-1 (NOTAL), OPNAVINST 4790.2D (NOTAL) and OPNAVINST 5102.1B (NOTAL). Quality deficiencies which could result in an explosive incident or accident may require dual reporting.

1.3.3.12 Nuclear weapons and directives concerning nuclear weapons. Reports concerning this class of material shall continue to be submitted per SWOP 5-8 and OPNAVINST 3100.6D (Special Incident Reporting Procedures).

1.3.3.13 Any unsatisfactory material condition which is attributable to normal use and failure within reasonable range of the life expectancy cycle of the item.

1.3.3.14 Unsatisfactory material conditions detected during first article, pre-production or research and developmental test and evaluation.

1.3.3.15 Any unsatisfactory material condition involving Government Furnished Material for installation in nuclear reactor plants (and related technical data), as well as NSN 2S cognizant material with XI special material identification code (SMIC) which is reportable in accordance with the latest revision of NAVSEAINST 9890.15 (NAVSHIPS-Controlled S-Cognizance Reactor Plant Components; Procedures for Stocking, Issuing, and Returning for Repair—Promulgation of).

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SECTION 2.0

PDREP QDR PROGRAM MANAGER

2.1 The PDREP QDR Program Manager is appointed by COMNAVAIR and has overall program administration and specific in-line functions.

2.2 The PDREP QDR Program Manager shall:

2.2.1 Maintain, revise, and distribute this document and provide requisite guidance and training to assure program implementation and standardization.

2.2.2 Provide ASSTSECNAV(S&L) RM&QA with summary data needed to develop Navy Product Quality Deficiency Management Information Reports or other reports requested by ASSTSECNAV(S&L) RM&QA.

2.2.3 Establish and maintain a list of contact points for QDR processing at Screening Points, Action Points, System Commands, Navy Offices, Defense Logistics Agency Headquarters, DLA Centers, Defense Contract Administration Service Management Areas and other Department of Defense activities.

2.2.4 Coordinate and resolve with ASSTSECNAV(S&L) RM&QA all requests for exclusion, exemption or deviation to the reporting requirements of the basic instruction and this document.

2.2.5 Perform all functions required to ensure compliance with reference (a).

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SECTION 3.0

ORIGINATING POINT

3.1 The Originating Point is the activity finding the product deficiency and reporting it.

3.2 The Originating Point shall have written internal procedures for implementing the QDR program and shall assign a QDR Program Coordinator as a primary contact for ensuring reports are generated, proper investigation is conducted and corrective action initiated.

3.3 In reporting product quality deficiencies the Originating Point shall:

3.3.1 Identify the deficiency, determine proper categorization and prepare the QDR per the procedures outlined in Appendix A.

3.3.1.1 Ensure classified information is not recorded in the report. If classified information is an essential data element, it should be reported under separate correspondence on a "need to know" basis in accordance with OPNAVINST 5510.1G (Department of the Navy Information and Personnel Security Program Regulation).

3.3.1.2 Determine if a contract warranty applies and explain any special action required.

3.3.2 Forward the report expeditiously to the appropriate Screening Point. (Use Appendix B for guidance in determining the correct Screening Point.)

3.3.3 Suspend from issue, retain and do not use defective material. Defective material identified by a QDR report will be isolated and held as an exhibit for a minimum of 45 days (unless otherwise directed) after the report is submitted to the Screening Point. If the material is a repairable and a replacement item is required, requisition the new item citing exchange advice code. Turn in document of defective unit should match replacement requisition for carcass tracking purposes. For items not requested as an exhibit, do one of the following: For consumable items that cannot be used in its present condition and for repairables Beyond Repair/Beyond Economic Repair (BR/BER), dispose of in accordance with local procedures. For repairables not BR/BER, turn into stock in accordance with standard repairable procedures. Nothing in this procedure shall relieve the originating activity of taking prompt action concerning authorized disposition of the unsatisfactory material when operational readiness or program objectives are impaired. In those cases where an exhibit will not be retained, the Originating Point shall provide objective evidence of the unsatisfactory material condition being reported. Photographs, test reports, and samples are encouraged as confirmed evidence of the reported deficiency. Whenever possible such documented evidence should accompany the Quality Deficiency Report.

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3.3.3.1 When the expeditious repair of exhibits at Originating Points is accomplished by on-site contractor technical representatives, these representatives will provide the following information to the Originating Point.

3.3.3.1.1 The findings of the investigation/repair.

3.3.3.1.2 Actions taken to correct the existing deficiency.

3.3.3.1.3 A report of costs associated with repair/rework of the item. If the repair is accomplished prior to the initiation of the Quality Deficiency Report, a copy of the technical representative's findings will be included with the QDR. If the technical representative's report is received by the Originating Point after the QDR has been sent to the Screening Point, then the Originating Point will forward the technical representative's report to the Screening Point referencing the original QDR number in the letter of transmittal.

3.3.3.2 When shipping an exhibit for analysis and investigation, the originating point shall attach a DD Form 2332 DoD Exhibit Identification Tag to the item(s) being shipped. A copy of the QDR and any other additional data which validates the reported deficiency should also be included with the exhibit. Mark the outside of the package in bold red letters "QDR exhibit" on three sides.

3.4 When the Originating Point is also the procurement or technical activity, nothing in this procedure shall prevent the activity from taking prompt action with the contractor concerning disposition of the unsatisfactory material or with the cognizant Contract Administration Office (CAO) for initiating immediate corrective action.

3.5 The originator shall respond to all requests from Screening, Action or Support Points for additional information that may be necessary in the investigation of the QDR.

3.6 Each Originating Point will maintain a log to ensure that each QDR is assigned a unique Report Control Number. The log will also be used to track replies to each QDR that is originated. The Originating Point will maintain copies of QDRs on file for a minimum of three years from date of issue. After the required holding period, QDRs may be disposed per local procedures.

Enclosure (1)

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SECTION 4.0

SCREENING POINT

4.1 The Screening Point is the activity required to determine the Action Point, establish distribution, transmit the QDR to the Action Point, monitor report status and evaluate and process responses.

4.2 The Screening Point shall:

4.2.1 Review the QDR for proper categorization, validity, completeness and accuracy of data entries and resolve any disagreement with the Originating Point prior to processing the report. The information provided by the originator should be sufficient to determine defect type and responsibility. Missing information should be filled in by the Screening Point with collaboration of the originator whenever possible.

4.2.2 Determine if the deficiency is the result of a nonconformance of material quality, inadequate design or inadequate procurement specifications.

4.2.3 Forward QDR to appropriate Action Point.

4.2.3.1 Category I QDRs must be forwarded within one working day after receipt of report.

4.2.3.2 Category II QDRs must be forwarded within ten working days after receipt of report.

4.2.3.3 Misdirected QDRs shall be forwarded to the correct Screening Point within five working days after receipt of the report.

4.2.4 Establish an audit trail for each QDR forwarded to the Action Points for investigation.

4.2.5 Monitor status to ensure report investigations are completed within the time frames established. Follow-up as appropriate.

4.2.5.1 Notify the SYSCOM QDR Program Administrator if no response is received to a Category I report within 30 calendar days after forwarding to the Action Point.

4.2.5.2 Initiate first follow-up on Category II reports 70 calendar days after forwarding to Action Point.

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4.2.5.3 Initiate second follow-up on Category II reports if no answer is received after 30 calendar days of the first follow-up.

4.2.5.4 Address third follow-up to the SYSCOM QDR Program Administrator for action if no response is received to the second follow-up after 30 calendar days.

4.2.6 Evaluate adequacy of response provided by the Action/Support Point.

4.2.6.1 Final replies should include:

4.2.6.1.1 Findings of investigation conducted;

4.2.6.1.2 Actions taken to correct existing deficiency;

4.2.6.1.3 Actions taken to preclude recurrence;

4.2.6.1.4 Disposition instructions for deficient material, when appropriate;

4.2.6.1.5 Need for alert notification or field fix bulletins, if applicable;

4.2.6.1.6 A comment regarding recommendation for credit or no credit for the material reported as deficient, if applicable.

4.2.6.2 If the response is found lacking, i.e. does not identify the root cause of the deficiency, why it was not detected, does not state action taken to correct cause, does not state preventive action effected, etc. or is a stereotyped or superficial answer, then the response shall be returned to the Action/Support Point for further action.

4.2.6.3 If the response is deemed acceptable, the report can be closed.

4.2.7 Forward results of completed investigation to Originating Point.

4.2.7.1 Notify the SYSCOM QDR Program Administrator in writing that the QDR is no longer active and provide copy of correspondence (contractor letter, SF 1227, etc.) upon which the closure or cancellation is based. Include copies of any QDRs that were changed/amended to permit data base update.

4.2.8 Any deficiencies determined to be "Non Vendor Liable" must be reported to correct data bank entries and inform originator.

4.2.9 Any deficiencies determined to be "Non Vendor Liable" due to inadequate design or procurement specifications shall include, as a minimum, a statement of actions taken to prevent recurrence and the affect on items in stock.

Enclosure (1)

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SECTION 5.0ACTION POINT

5.1 The Action Point is a focal point(s) identified within each activity, responsible for resolution of a reported product deficiency including necessary collaboration with Support Points. Action Points are authorized to transmit a deficiency report across component lines to a Support Point in another component.

5.2 The Action Point shall:

5.2.1 Investigate the reported deficiency received from the Screening Point.

5.2.2 Ensure action is taken to provide disposition instructions for the deficient product.

5.2.3 Carefully evaluate the need to request an exhibit. If the exhibit is essential in the investigation, request it from the Originating Point as soon as the need is known but no later than ten work days after receipt of Category I QDRs or 20 work days for Category II QDRs.

5.2.4 Determine if a contract warranty applies and initiate any additional special actions that are required.

5.2.5 Determine if the same deficiency is currently under investigation or has been resolved because of a previous report. In such instances a new investigation need not normally be initiated. The current or previous investigation results may be used to reply to the Screening Point unless the deficiency occurred after the effective date of the reported corrective action. A copy of the additional QDR will be forwarded to the responsible Support Point or contractor as appropriate for information purposes.

5.2.5.1 Determine if the report meets the criteria of a "repeat deficiency" as defined in Appendix C of this document. If the deficiency is a "repeat", it will be noted within the narrative and the failure of the effectiveness of earlier preventive action will be referenced by date and control number.

5.2.6 Determine the need for investigation by a Support Point (e.g. Contract Administration Office (CAO), Engineering Support Activity, In-Service Engineering Activity, Cognizant Field Activity and/or Procurement Contracting Officer). Transmittal of an action request will include a copy of the QDR, a statement of the support required and pertinent background information which may be helpful in the investigation effort. If an action request is not deemed appropriate, ensure an information copy of the QDR for source inspected products is provided to the Contract Administration Service (CAS) support point for their information, action as necessary and quality history records.

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5.2.6.1 Report by letter when forwarding a report to other than a Government Action or Support Point area for investigation. This letter should outline the reason for issuing the report and the elements to be addressed in the reply.

5.2.6.2 Screen the QDR to assure all entries are complete and accurate and the category assigned has been verified prior to release of an action request. Make changes, corrections and additions before transmittal. Whenever possible, coordinate such changes, corrections and additions with the Originating and Screening Points. Copies of changed/amended QDRs shall be included with responses to the Screening Point.

5.2.7 Issue immediate notification to other Screening Points and other activities as appropriate when the nature of the deficiency so warrants such action.

5.2.8 Take action to assure recurrence of the reported deficiency is precluded.

5.2.9 Provide a reply to each QDR to the Screening Point that forwarded the report.

5.2.9.1 For Category I QDRs, an interim or final reply will be forwarded to the Screening Point within 15 work days after the date the QDR was originally sent for action. If an interim or follow-up interim reply is sent, include status to date and a projected final reply date. Immediate corrective action required to resolve life threatening conditions shall be transmitted by telephone or message within 24 hours.

5.2.9.2 For Category II QDRs an interim or final reply will be forwarded to the Screening Point within 60 work days after the date the QDR was originally sent for action. If an interim reply or follow-up interim reply is sent, include status to date and a projected final reply date.

5.2.10 Ensure that each reply, as a minimum, includes:

5.2.10.1 The findings of the investigation conducted regarding credit, root cause of the deficiency and defect responsibility.

5.2.10.2 Actions taken to correct the existing deficiency.

5.2.10.3 Actions taken to preclude recurrence.

5.2.10.4 Disposition instructions for deficient material when appropriate.

5.2.10.5 Need for alert notifications or field bulletins if applicable.

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5.2.11 Return misrouted QDRs to the Screening Point with an explanation, (i.e. ISEA responsibilities transferred to..., etc.)

5.3 Accomplish follow-up when replies are not received within specified time frames. As a minimum, provide the Screening Point with copies of follow-up requests to preclude automatic issuance of Screening Point follow-up.

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SECTION 6.0

SUPPORT POINT

6.1 The Support Point is an activity that assists the Action Point when requested by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product deficiency.

6.2 The Support Point, when requested, shall:

6.2.1 Conduct an investigation to determine the root cause(s) of the reported deficiency and the corrective actions necessary. Investigations and replies are required on all reports forwarded for action regardless of whether the contract status is open or closed. When the Support Point is also the CAO, assure the contractor is provided copies of all informational QDRs received from Action Point.

6.2.2 Provide an interim or final reply to the requesting Action Point within 10 work days on Category I QDRs or 45 work days on Category II QDRs after the date the report was sent by the Action Point unless an earlier date was established by the Action Point and accepted by the Support Point. Provide a projected final reply date in any interim response.

6.2.3 Evaluate the need to request an exhibit. If the exhibit is essential in the investigation, request it from the Action Point as soon as the need is known unless otherwise directed by the Action Point requesting the support.

6.2.4 Forward the report of investigation to the requesting Action Point ensuring, as a minimum, the following findings are included in the reply:

6.2.4.1 Root cause of reported deficiency;

6.2.4.2 Corrective action by contractor;

6.2.4.3 Corrective action by investigating Government activity;

6.2.4.4 Evaluation of any current production or current Navy/DoD stocks;

6.2.4.5 Preventive action;

6.2.4.6 Contractor's position regarding repair/replacement.

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APPENDIX A

PREPARATION OF THE QDR

Appendix A
to Enclosure (1)

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PREPARATION OF QDR

The following directions are provided to assist originators in preparation of QDRs. The originator should make an attempt to complete every block. Provide as much information as possible. If the information requested cannot be determined indicate the information is unknown by entering "UNK" in the appropriate block. Screening and Action Points are tasked to try to add information whenever possible (i.e. convert Part Number to NSN, determine FSCM from contract number, etc.). The effectiveness of the investigation conducted is dependent on the details provided by the QDR originator.

SECTION 1. (TO BE COMPLETED BY ORIGINATING POINT) First determine the severity or impact of the product quality deficiency being reported. If the discrepant condition was not corrected, would the deficiency cause loss or major damage to a weapon system? Does the deficiency restrict the combat readiness capability of the using organization? Does the reported condition result in a production line stoppage? If the answer to any one of these questions is yes, then prepare a Category I message form QDR. The message will contain the same data elements as the SF368 form and will be reported within one work day from the time the deficiency was discovered. Attachment (a) is a sample of the message form. If the quality deficiency does not fall within the above category, prepare a Category II QDR using either SF368 form or format within five work days after the deficiency is discovered. Attachments (b) and (c) are examples of Category II reports.

Block 1. From: (Originating Point). Enter the address of the originating activity in item 1a and the name/duty phone/signature of an individual who can serve as a contact for questions regarding the report and/or to request an exhibit/sample in block 1b. Include commercial and Autovon phone numbers and the date QDR is issued.

Block 2. To: (Screening Point). Enter in block 2a the name and address of the Screening Point to which the report is being submitted. Leave 2b blank.

Block 3. (Report Control Number). Twelve-position Report Control Number (RCN) includes the six-position Alpha/Numeric UIC, followed by a two-position calendar year and a sequential four-position numeric serial number. Each RCN must be unique, so ensure that the originating activity maintains a serial log of sequential QDR numbers, restarting each calendar year at 0001.

Block 4. (Date Deficiency Discovered). Enter date the deficiency was discovered.

Block 5. (National Stock Number). Enter the National Stock Number (NSN) of the deficient material. In the absence of a NSN, the appropriate FSC class as a minimum shall be entered. FSC classes may be obtained from DoD Handbook H2-1.

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Block 6. (Nomenclature). Enter the nomenclature of the material found to be deficient.

Block 7. (Manufacturer/Manufacturer's Code/Shipper) or Block 7a, 7b, 7c (Manufacturer/City/State, Manufacturer's Code, Shipper/City/State) on the revised SF368. Enter the name and/or CAGE (or FSCM) of the manufacturer of the item, or the maintenance contractor or Government activity who last repaired or overhauled the deficient material, as applicable. When the shipper is different from the manufacturer, also include its name. (e.g. NSC Jacksonville). CAGE or FSCM numbers are usually included as 5 digit alpha numeric characters in the item identification markings. Repair or purchased equipment may be accompanied by a log book which indicates last overhaul activity. Manufacturer is important because it indicates who was responsible for ensuring the item met Navy specifications.

Block 8. (Manufacturer's Part Number). Self-explanatory.

Block 9. (Serial/Lot/Batch No.). If available, enter the serial number, lot number and batch number of the deficient material. Use block 22 if required. Always attempt to identify serial numbers of repairable items. Serial numbers are usually available on item identification markings of the unit.

Block 10. (Contract/Purchase Order/Document No.) or Block 10a, 10b, 10c, 10d (Contract No., Purchase Order No., Requisition No., GBL No. on the revised SF368. For new items, contract number information should be provided on the item identification markings.

Enter the contract number used by the inventory manager (or purchasing activity) to procure the defective item (i.e. DLA 900-85-M-0001, N00104-85-M-0001). This information is essential to the inventory manager's QDR investigation.

Enter purchase order number if applicable.

Enter the requisition number under which the reporting activity ordered the defective item.

NOTE: When multiple contract numbers and/or requisition numbers are indicated on one report, ensure that a breakdown of defective units by contract number or requisition number is included in Block 22.

Block 11. (Item is new or Repaired/Overhauled). Check the appropriate block to identify if the material is either new or repaired/overhauled.

Block 12. (Date Manufactured, Repaired, or Overhauled). Enter date manufactured when known. If the material is repaired or overhauled, enter the last repair/overhaul date.

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Block 13. (Operating Time at Failure). Indicate the time material had been in operation since new or overhaul/repair when the deficiency was discovered using the appropriate performance element, i.e., miles, cycles, hours.

Block 14. (Government Furnished Material). Material in the possession of, or acquired directly by the government and subsequently delivered to or otherwise made available to a contractor.

Block 15. (Quantity). Quantity shall be a count of each individual item - including applicable unit of issue.

15a. (Received). Enter the total number of items received in the lot or batch in which the deficiency was found, if known.

15b. (Inspected). Enter the number of items inspected.

15c. (Deficient). Enter the number of items that were determined to be deficient as a result of inspection.

15d. (In Stock). Enter the total number of items in stock under the reported NSN.

Block 16. (Deficient Item Works On/With:)

16a. (End Item). List major weapon system, item, or commodity that deficient item is to be used with or on (i.e., SLQ-32 Fire Control Radar, MK-46 Torpedo, F-14 Aircraft) Indicate type/model/series and serial number for the end item as applicable.

16b. (Next Higher Assembly). Enter the National Stock Number, nomenclature part number, and serial number of the next higher assembly the deficient item works upon, as applicable.

Block 17. (Dollar Value). Enter the actual unit price of the material reported as being deficient in the report, if known. If the actual price is not known, enter the standard unit price of the material as listed in the Navy Management Data List (NMDL).

Block 18. (Estimated Correction Cost). Enter the estimated cost including overhead for correcting all the deficient material cited in the report.

Block 19. (Item Under Warranty). Check one of the blocks to indicate whether the deficient item is covered by a contractual warranty, if known.

Block 20. (WUC/EIC). Insert the applicable Work Unit Code/Equipment Identification Code using seven characters when available.

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Block 21. (Action/Disposition). Check one of the blocks to indicate the nature of the action taken concerning the deficient material. Enter "holding exhibit for 'indefinite' days" unless other blocks apply. If none of the blocks indicate the action/disposition taken, check "other" and identify the nature of the action taken or requested in block 22. "Return to stock", "disposed of" and "repaired" should be used infrequently and only to support operational requirements.

Block 22. (Details). This item provides valuable information concerning the deficiency. For a fully comprehensive report, the following types of information should be entered in this block if applicable and available:

22a. Explain what is wrong with the item to the best of the originator's ability. Explain how the item does not function with relating parts or assemblies. Include specific violations of specifications, pertinent regulations, instructions or contracts. Ensure all deficient descriptions are "active" vice "passive". If an item is dimensionally incorrect, list the actual dimensions as well as the source of correct dimensions (tech manual, drawing number, or comparative measurement of old item).

22b. How deficiency was detected or confirmed, e.g., visual inspection, functional operations, etc.

22c. Include the number of previous known deficiencies concerning these items.

22d. Where the deficiency condition was discovered, i.e., receipt inspection, during cyclical inspection, during maintenance, special inspection directed by Inventory Control Point or other authority.

22e. List the supporting documents included with this report. Photographs, sketches and photocopies are extremely valuable and should be included whenever possible. (When photographs or photocopies are taken, a 12-inch or other ruler should be employed as a scale placed along side the object so as to appear in each photograph.) Measurements should also be shown on sketches.

22f. Include QDR Category (I or II) as defined above (enter on top of the revised SF368 Form). Include narrative justification of Category I assignments on message drafts prepared for Category I QDRs. You as the originator know why the reported discrepancy is a Category I. Screening and Actions Points will only act on the facts as provided by you the originator.

22g. Location of deficient material. Indicate where an exhibit is located (if an exhibit is being held). On the revised form this information is placed in block 23.

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22h. Indicate government ownership of the deficient material. The material is considered government owned if the deficiency condition was discovered after the material had been accepted by the government (DCAS or Navy). The material is not considered government owned if the deficiency condition was discovered prior to being accepted by the government (DCAS or Navy).

NOTE. The term 'accepted' in this particular instance means the conveying of ownership to the government via a signed DD250 or bill of lading authorizing payment of goods received.

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SAMPLE CATEGORY I QDR

GENERAL. Use this standard Quality Deficiency Report message format to report the deficiency. Provide the information below in the numerical sequence shown. Item headings need not be included. All items should be completed as the information is applicable and available. If an entry is unknown, enter "UNK"; if an entry is not applicable to the deficiency being reported, enter "N/A". The format and sample entries below are keyed to the entries on the SF368. See Joint Telecommunications Directives (AR 105-32, USN PLAD 1, AFR 10-4 USMCEB Pub 6, ACP 117, paragraph 12D) for correct message format.

SAMPLE MESSAGE

PRIORITY OR ROUTINE

1. FM: NAVAVNDEPOT NORTH ISLAND CA
2. TO: NAVWPNEGUSUPACT WASHINGTON DC
INFO: HQ AFLC WRIGHT-PATTERSON AFB OH//MMEQ//
CLASSIFICATION:
SUBJECT: QUALITY DEFICIENCY REPORT
3. REPORT CONTROL NUMBER AND CATEGORY: N65887-86-0100, CATEGORY I
4. DATE DEFICIENCY DISCOVERED: 27 Sep 86
5. NATIONAL STOCK NUMBER: 1650-00-295-4672
6. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC, CONTROL
- 7.A. MANUFACTURER/CITY/STATE: GENERAL MECHANICS, AKRON, OHIO 44309
B. MFRS CODE: 53121
C. SHIPPER/CITY/STATE:
(Identify shipper if different from manufacturer when known).
8. MANUFACTURER'S PART NUMBER: P/N IMP 693
9. SERIAL/LOT/BATCH NUMBER: SN 1359B
- 10.A. CONTRACT NO: F41608-83C-0082
B. PURCHASE ORDER NO: PO 7593
C. REQUISITION NO: R7468-86C-0082
D. GBL NO: C1771161
11. NEW OR OVERHAULED: NEW
12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED: UNK
13. OPERATING TIME AT FAILURE: 42 HOURS
(From time item entered operational service as a new or overhauled item to time the deficiency was discovered)
14. GOVERNMENT-FURNISHED MATERIAL: NO
(Was item provided to a contractor as GFP?)

Attachment (a)
to Appendix A
to Enclosure (1)

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SAMPLE CATEGORY I QDR (cont'd)

15. QUANTITY:
 - A. RECEIVED: TWO
 - B. INSPECTED: TWO
 - C. DEFICIENT: ONE
 - D. ITEM IN STOCK AT ACTIVITY: ONE
(Quantity shall be a count of each individual item disregarding unit of issue).
16. DEFICIENT ITEM WORKS ON/WITH:
 - A. END ITEM: ENGINE/F-18A
 - B. NEXT HIGHER ASSEMBLY: TF-41-2
17. UNIT COST: \$180
18. ESTIMATED REPAIR COST: \$300
- 19.A. ITEM UNDER WARRANTY: NO
(Is the item covered by a contract warranty?)
- B. EXPIRATION DATE: N/A
20. WORK UNIT CODE/EIC: 00136
21. ACTION/DISPOSITION: HOLDING EXHIBIT 45 DAYS OR UNTIL 10 NOV 86.
(Indicate disposition or if exhibit is being held, indicate time to be held).
22. DETAILS:
 - A. IMPELLER SEPARATED FROM SHAFT.
 - B. ITEM FAILED DURING ENGINE RUNUP.
 - C. NO PREVIOUS KNOWN DEFICIENCIES IDENTICAL TO ABOVE.
 - D. ITEM FAILED DURING MAINTENANCE INSPECTION.
 - E. PHOTOGRAPHS AVAILABLE UPON REQUEST.
 - F. CATEGORY I BECAUSE LOSS OF HYDRAULIC PUMP CONTROL GROUNDS THE AIRCRAFT.
 - G. BLDG. 22 POC LCDR JOHN DOE, AUTOVON 680-3544,
COMM: A. C. 707-635-3544, CODE 214, NAS NORTH ISLAND, CA 92135
 - H. GOVERNMENT OWNED MATERIAL.
23. LOCATION OF DEFICIENT MATERIAL, NADEP NORTH ISLAND CA (BLDG. 380)

Attachment (a)
to Appendix A
to Enclosure (1)

QUALITY DEFICIENCY REPORT (Category II)

SECTION I

1a. From (Originating point) Commander Long Beach Naval Shipyard (136.12) Long Beach, CA 90822		2a. To (Screening point) Commanding Officer Navy Fleet Material Support Office (9142) P.O. Box 2010 Mechanicsburg, PA 17055	
1b. Typed Name, Duty Phone and Signature <i>John Smith 12/18/87</i> Comm (213) 547-6525 John Smith, QA Spec. ATVN 360-6525/8250		2b. Typed Name, Duty Phone and Signature (To be filled in and dated by the Screening Point when the report is forwarded to Action Point)	
3. Report Control No. N60528-87-0302	4. Date Deficiency Discovered 12/15/87	5. National Stock No. (NSN) 9N5920-00-901-4731	6. Nomenclature Fuse Holder, Extractor Post
7. Manufacturer/Mfg. Code/Shipper (31922) Mfg: Leeds & Northrup Co. Received from NSC San Diego		8. Mfg. Part No. FHL10U	9. Serial/Lot/Batch No. UNK
10. Contract/PO/Document No. Cont: DLA900-86-M-DC45 Doc: N60258-6241-1883A		11. Item <input checked="" type="checkbox"/> New <input type="checkbox"/> Repaired/Overhauled	
12. Date Manufactured/Repaired/Overhauled 01/87		13. Operating Time at Failure 0	
14. Government Furnished Material <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		15. Quantity 5	
16. Deficient Item Works On/With a. End Item (Aircraft, tank, ship, howitzer, etc.) Test Set, MK 517-0 b. Next Higher Assembly UNK		(1) Type/Model/Series (2) Serial No. UNK	
17. Dollar Value \$32.		18. Est. Correction Cost \$160.	
19. Item Under Warranty <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Unknown		20. Work Unit Code/EIC (Navy and Air Force only) 9C46	
21. Action/Disposition <input checked="" type="checkbox"/> Holding Exhibit for 45 days <input type="checkbox"/> Released for Investigation <input type="checkbox"/> Returned to Stock/Disposed of <input type="checkbox"/> Repaired <input type="checkbox"/> Other (Explain in Item 22)			

22. Details (Describe, to best ability, what is wrong, how and why, circumstances prior to difficulty, description of difficulty, cause, action taken including disposition, recommendations. Identify with related item number. Include and list supporting documents. Continue on separate sheet if necessary.)

Subject Fuse Holders do not have silver plated contact surfaces as required by MIL-F-19207/1. This deficiency was detected by visual examination during receipt inspection. This is the second occurrence of this type of problem (Ref: N60258-86-0256). Photographs available upon request. Exhibit is being held in Shop 51 stores. Material is government owned.

SAMPLE

SECTION II

23a. To (Action Point) (To be filled in Screening Point when report is distributed)	24a. To (Support Point) (Use Items 25 and 26 if more than one) (To be filled in by Action Point when sent to a Support Point)
23b. Typed Name, Duty Phone and Signature (Will be signed and dated by Action Point when reply is provided to Screening Point)	24b. Typed Name, Duty Phone and Signature (Will be signed and dated by Support Point when reply is provided to Action Point)
25a. To (Support Point)	26a. To (Support Point)
25b. Typed Name, Duty Phone and Signature	26b. Typed Name, Duty Phone and Signature Attachment (b) to Appendix A to Enclosure (1)

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Carbon paper is required — only face of form is chemical treated

SECTION III

27a. From (Action point)

28a. To (Screening point)

27b. Typed Name, Duty Phone and Signature

28b. Typed Name, Duty Phone and Signature

29. Specification No.

30. Originators Method of Notification

☐ SF 368☐ Msg (Copy attached)☐ Phone Call/Visit

31. Type of Shipment/Purchase

Direct Delivery From Vendor:

☐ Depot☐ Stock
Item☐ Nonstock
Item☐ Federal Supply
Schedule

Other (Specify)

☐

32. Findings and Recommendations of Investigation (Explain in detail. Continue on a separate sheet of paper, if necessary.)

33. Action Taken

34. Results of Depot Surveillance

35. From (Screening point)

36. To (Originator)

37. Distribution

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PRODUCT QUALITY DEFICIENCY REPORT

☐ CATEGORY I☒ CATEGORY II

1a. FROM (Originator) Commanding Officer USS Orion (AS-18) PO New York, NY				2a. TO (Screening point) Commanding Officer (9142) Fleet Material Support Office, P.O. Box 2010 Mechanicsburg, PA 17055					
1b. NAME, TELEPHONE NO. AND SIGNATURE <i>SK1 William Jones</i> Comm (804) 444-1023 SK1 William Jones ATVN 564-1023			1c. DATE 12/04/87		2b. NAME, TELEPHONE NO. AND SIGNATURE (2B & 2C will be filled in by the screening point)		2c. DATE		
3. REPORT CONTROL NO. V04628-87-0076		4. DATE DEFICIENCY DISCOVERED 02 December 1987		5. NATIONAL STOCK NO. (NSN) 9Z5330-01-050-5024		6. NOMENCLATURE Packing, Preformed			
7a. MANUFACTURER/CITY/STATE Parker-Hannifin Culver City, CA 90230			7b. MFRS. CODE 83259		7c. SHIPPER/CITY/STATE Defense Depot Mechanicsburg, PA		8. MFRS. PART NO. AS568-260		
9. SERIAL/LOT/BATCH NO. 7013		10a. CONTRACT NO. DLA500-87-P-4452		10b. PURCHASE ORDER NO. UNK		10c. REQUISITION NO. V04628-7092-E045		10d. GBL NO. N/A	
11. ITEM <input checked="" type="checkbox"/> NEW <input type="checkbox"/> REPAIRED/ OVERHAULED		12. DATE RECD. MFRD. RE- PAIRED, OR OVERHAULED Recd: 07/31/87		13. OPERATING TIME AT FAILURE 0		14. GOVERNMENT FURNISHED MATERIAL <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
15. QUANTITY		a. RECEIVED 95		b. INSPECTED 95		c. DEFICIENT 95		d. IN STOCK 0	
16. DEFICIENT ITEM WORKS ON/WITH		a. END ITEM (Aircraft, mower, etc.)		(1) TYPE/MODEL/SERIES TRIM & DRAIN SYSTEM				(2) SERIAL NO. UNK	
		b. NEXT HIGHER ASSEMBLY		(1) NATIONAL STOCK NO. (NSN) 4320-00-943-7561		(2) NOMENCLATURE Centrifugal Pump		(3) PART NO. 98R0193	
17. UNIT COST \$0.45		18. ESTIMATED REPAIR COST \$43.		19a. ITEM UNDER WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> UN- KNOWN		19b. EXPIRATION DATE UNK			
20. WORK UNIT CODE/EIC (Navy and Air Force Only.)									

LA01

21. ACTION/DISPOSITION <input checked="" type="checkbox"/> HOLDING EXHIBIT FOR 45 DAYS <input type="checkbox"/> RELEASED FOR INVESTIGATION <input type="checkbox"/> RETURNED TO STOCK <input type="checkbox"/> DISPOSED OF <input type="checkbox"/> REPAIRED <input type="checkbox"/> OTHER (Explain in Item 22)	
22. DETAILS (Describe, to best ability, what is wrong, how and why, circumstances prior to difficulty, description of difficulty, cause, action taken, including disposition, recommendations. Attach copies of supporting documents. Continue on separate sheet if necessary.)	

The O-rings received have visual defects (parting line indentations, mold deposit, non-fill areas, flow marks, and foreign material). These deficiencies were detected by visual examination. This is the first reported instance of this type of discrepancy. This deficiency was discovered during Intermediate Level Maintenance Operations. Copy of DD Form 1348 attached. Material is government owned.

SAMPLE

23. LOCATION OF DEFICIENT MATERIAL

Storage Locker #18, Pump shop

24a. TO (Action Point) (This block will be filled in by the screening point when report is distributed)		25a. TO (Support Point) (Use Items 26 and 27 if more than one) (This block will be filled in by the action point when sent to a support point)	
24b. NAME, TELEPHONE NO. AND SIGNATURE (24B & 24C will be filled in by the action point)		25b. NAME, TELEPHONE NO. AND SIGNATURE (25B & 25C will be filled in by the support point)	
24c. DATE		25c. DATE	
26a. TO (Support Point)		27a. TO (Support Point)	
26b. NAME, TELEPHONE NO. AND SIGNATURE		27b. NAME, TELEPHONE NO. AND SIGNATURE	
26c. DATE		27c. DATE	

Attachment (c)
to Appendix A
to Enclosure

29. ACTION TAKEN

30. RESULTS OF DEPOT SURVEILLANCE

INSTRUCTIONS

1a. FROM (Originator) — Complete name of activity (no acronyms when sending deficiency report across component lines), activity address code (ACC), address including zip code of the activity originating the report.

1b. NAME, TELEPHONE NO., AND SIGNATURE — Provide name, telephone no., (include all available telephone numbers; FTS; Autovon, and commercial) and signature of an individual who can serve as a contact for questions regarding the report and/or to request exhibits or samples.

1c. DATE — Enter date report was signed and forwarded to the screening or action point.

2a. TO (Screening Point) — The originating point will complete name of the screening point activity (no acronyms when deficiency report will be sent across component lines), the activity address code (AAC), address including zip code of the screening point where the report needs to be sent by the originator's activity. For those activities that do not have screening points, leave blank.

2c. DATE — Enter the date the person finished processing the report at the screening point.

3. REPORT CONTROL NUMBER — Number assigned to report when a numbering system is used. Those activities which are reporting quality deficiencies across component lines and are to comply with the DLA Regulation 4155.24 should reference the report control number as prescribed in the regulation.

7a. MANUFACTURER/CITY/STATE — Name of the manufacturer, the maintenance contractor, or Government activity which last repaired or overhauled the deficient item. For motor vehicles or components thereof, enter name of manufacturer of the vehicle or component, as appropriate.

7b. MANUFACTURER'S CODE — Code of the manufacturer as listed in Cataloging Handbook H4.1 (Name to code), Federal Supply Code for Manufacturers (United States and Canada).

7c. SHIPPER/CITY/STATE — When the shipper of an item is different from the manufacturer, also include the shipper's or supplier's name.

9. SERIAL/LOT/BATCH NO. — Manufacturer's serial, lot or batch number of deficient item as applicable.

10. CONTRACT; PURCHASE ORDER; REQUISITION; GOVERNMENT BILL OF LADING (GBL) NO. — Enter these numbers or any other available transportation document number in lieu of the GBL. Such numbers appear on the container, purchase document and/or the item. It is extremely helpful if these items are furnished when the material was supplied by GSA.

11. ITEM — Check the appropriate block; provide the dates manufactured and received in Block 12, if available.

13. OPERATING TIME AT FAILURE — Time item had been in operation since new, overhauled, or repaired when the deficiency was discovered, citing the appropriate performance element (miles, cycles, hours, etc.).

15c. QUANTITY DEFICIENT — Enter the quantity found deficient of those inspected.

15d. QUANTITY IN STOCK — Enter the quantity of material from the same manufacturer remaining in stock.

17. UNIT COST — Dollar value of the deficient item when known. Not applicable on reporting vehicles to GSA.

18. ESTIMATED REPAIR COST — Unit cost times number of units for replacement or estimated repair costs (including overhead) times number of units for correcting all the deficient items reported when it can readily be determined. Not applicable on reporting vehicles to GSA.

19. ITEM UNDER WARRANTY — Check if item is known to be covered by contractor warranty. If yes, provide expiration date.

21. ACTION/DISPOSITION — A check in the appropriate block to indicate the action taken or requested. When an exhibit or sample is being held, indicate the number of days in the space provided. (An exhibit or sample shall be held for a minimum of 30 calendar days from date the report is transmitted to the action point. Reporting activities are reminded that the packaging, packing and shipping containers are to be held along with the exhibits to facilitate investigation.) When none of the items indicate the actions or disposition taken or requested, check "Other" and identify the nature of the action taken or requested in item 22.

23. LOCATION OF DEFICIENT MATERIAL — Address and location of deficient material.

24a. TO (Action Point) — Name, in the clear address, including zip code of the action point to which the report is being submitted.

24c. DATE — Enter the date the report was forwarded to an action point or the date the findings and recommendations were completed.

28. FINDINGS AND RECOMMENDATIONS OF INVESTIGATION — Include the findings and recommendations for resolution of complaint.

29. ACTION TAKEN — State the action taken to resolve the complaint.

30. RESULTS OF DEPOT SURVEILLANCE — Show results of depot surveillance and planned action (i.e., replacement or repair by contractor, disposal, issue, etc.).

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APPENDIX B
QDR DISTRIBUTION

Appendix B
to Enclosure (1)

QDR DISTRIBUTION

1. In order to allow NAVSYSCOMs maximum flexibility in implementing the QDR program, each NAVSYSCOM may establish supplemental distribution as necessary to comply with local internal policies/requirements. However, each naval activity must ensure that a copy of the QDR is forwarded to the designated NAVSYSCOM QDR Program Administrator for input to the QDR data base.

2. QDRs on items with a National Stock Number shall be forwarded to the Screening Points as follows:

a. NAVAIR cog material:

(1) Aircraft, Avionics, Joint Cruise Missile material and related ground support equipment: NSNs with a cognizance symbol of 1R, 2D, 2M, 2R, 2V, 2W, 4M, 4R, 4V, 4Z, 6K, 6R, 6V, 7R, 8N, 8M and 8R. Forward the original report to the Cognizant Field Activity with a copy to Naval Weapons Engineering Support Activity (ESA-67).

(2) Air-launched missiles, bombs, guns, ammunition and related handling equipment: NSNs with a cognizance symbol of 2D, 4E, 6E, and 8E. Forward the original report to Pacific Missile Test Center with a copy to Naval Weapons Engineering Support Activity (ESA-67).

NOTE: Where the Cognizant Field Activity is not known or unassigned in paragraph 2a(1) and 2a(2) above, send original report to ESA-67.

b. SPAWAR cog material: NSNs with a cognizance symbol of 2Z. Forward the original report to Naval Sea Logistics Center (43) who manages the QDR program for SPAWAR 003-41.

c. NAVSEA cog material: NSNs with a cognizance symbol of 2F, 2S, 2J, 6T, 8S, 8T and only those 1H and 7H NSNs with Special Material Identification Codes (SMICs) of L1, SS, C1, SB, and S1 (denoted LEVEL I and SUBSAFE materials). Forward the original report to NAVSEADET NMQAO.*

* Activities which report directly to NAVSEA will continue to process QDRs as required by NAVSEA T0850-AB-GYD-010 Unsatisfactory Material Reporting Processing Guide. All other activities will forward the original report to NAVSEADET NMQAO.

d. Supply Systems material: NSNs with a cognizance symbol of 1H, 2H, 7E, 7G, 7H, 7Z, 9-cog, and any items with a National Stock Number which does not fall into any of the above categories. Forward the original report to Fleet Material Support Office (Code 9142).

3. For items which have not been assigned a National Stock Number:

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a. If the government contract number under which the defective material was provided can be determined (either from DD250 or DD1149 shipping documents or from the unit pack item identification markings), process the report as follows:

- (1) N00019, N00032 and N00383 contracts: Send QDR to NAVWESA (ESA-67)
- (2) N00024 contracts: Send QDR to NAVSEADET NMQAO
- (3) N00039 contracts: Send QDR to NAVSEALOGCEN (Code 43)
- (4) N00123, N00140, N00600, N68171, N66975 and N62558 contracts: Send QDR to originator's SYSCOM QDR Program Administrator
- (5) All other contracts: Send QDR to FMSO (Code 9142) except local purchase QDRs which shall be processed per paragraph 4 below

b. If the contract number cannot be readily determined and the defective item does not have a NSN, forward the QDR to the SYSCOM QDR Program Administrator of the originating activity's headquarters command. Ships and other Fleet activities should forward their QDRs to Fleet Material Support Office (Code 91423).

- (1) Naval Air Stations, NADs, NAEC and NAC: Send QDR to NAVWESA (ESA-67).

(2) Shipyards, Supervisors of Shipbuilding, Weapons Stations, Ordnance and other NAVSEA activities: Send QDR to NAVSEADET NMQAO.

(3) Navy laboratories and other SPAWAR Activities: Send QDR to NAVSEALOGCEN (43).

(4) Naval Supply Centers, SIMAs and other fleet activities (and ships): Send QDR to Fleet Material Support Office (Code 9142).

4. Locally purchased material:

a. For purposes of this procedure, locally purchased material is defined as that material procured by a naval activity or ship directly from a contractor or distributor on a contract or purchase order for industrial or plant material.

b. If any locally purchased material is found deficient, a QDR must be issued. Responsibility for assuring contractor action rests with the activity that specified technical requirements contained within procurement document (Action Point) or PCO as applicable.

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(1) If Government Source Inspection (GSI) was invoked, then a DCASMA or other CAO will be the Support Point and the original report will be forwarded to either the DCASMA or CAO cognizant over the prime contract.

(2) If GSI was not invoked, the report will be forwarded directly to the manufacturer or supplier under a cover letter explaining what actions are required to resolve the reported deficiency. The forwarding letter should as a minimum explain whether repair or replacement is necessary and request action to prevent recurrence.

c. A copy of the QDR (and forwarding cover letter if applicable) must be provided to the Originating Point's QDR Program Administrator. SYSCOM Program Administrators are identified as follows:

(1) activities reporting to NAVAIR: Forward a copy of the report to Naval Weapons Engineering Support Activity (ESA-67).

(2) activities reporting to SPAWAR: Forward a copy of the report to Naval Sea Logistics Center, Code 43.

(3) activities reporting to NAVSEA: Forward a copy of the report to Naval Material Quality Assessment Office (NMQAO) as required by NAVSEA T0850-AB-GYD-010/Unsat Mat'l Rptg.

(4) activities reporting to NAVSUP: Forward a copy of the report to Fleet Material Support Office (Code 9142).

(5) ships and all other naval activities should forward a copy of the report to Fleet Material Support Office (Code 9142).

d. When a reply is received from the supplier, a copy of the reply must be forwarded to the same Program Administrator who received the copy of the original report. The Screening Point must indicate if the preventive action taken by the supplier is considered to be acceptable.

e. SYSCOM Program Administrators will enter the QDRs on locally purchased materials into the PDREP QDR data base. They will monitor each QDR received to ensure that a reply is received.

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APPENDIX C
DEFINITIONS

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DEFINITIONS

For the purpose of this document, the following definitions apply:

1. Category I Deficiency. A product deficiency which may cause death, injury, or severe occupational illness; could cause loss or major damage to a weapon system; or directly restrict the combat readiness capabilities of the using organization; or which results in a production line stoppage.
2. Category II Deficiency. A deficiency which does not meet criteria set forth for Category I.
3. Exhibit. The item reported as being deficient, or a sample item which represents the reported deficient condition, which can be analyzed to determine the possible cause of the defect.
4. Government-Furnished Material. Material in the possession of, or acquired directly by the government and subsequently delivered to or otherwise made available to a contractor. Where the work is being performed in a Naval activity, the term 'contractor' shall refer to the Commanding Officer or Officer in Charge of the facility.
5. Holding Point. The activity having custody of an exhibit.
6. New or Newly Reworked Material. Any material procured from a commercial or government activity or material which has been rebuilt, repaired, reworked or modified by a government depot or commercial activity under government contract. Material is considered new or newly reworked until inspected, tested and/or put into use by the receiving activity. Material under warranty shall be considered new or newly reworked throughout its warranty period.
7. Product Deficiency.
 - a. Design Deficiency. Any condition that limits or prevents the use of material for the purpose intended or required, where the material meets all specifications or contractual requirements. These deficiencies cannot be corrected except through a design change or specification change.
 - b. Material Deficiency. Any unsatisfactory condition (for example, physical, chemical, software, electrical, functional) noted in material which is attributable to nonconformance to contractual or specification requirements. Substandard workmanship and manufacturing defects will be considered to fall within this definition provided the standard against which the work has been judged is identified.

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c. Procurement Deficiency. Any unsatisfactory material condition which is attributable to improper, incorrect, ambiguous, or omitted, or conflicting contractual requirements including the procurement documents, its references, or any combination which describe technical requirements of material.

8. Repeat Deficiency. A deficiency discovered on material that was shipped from a contractor subsequent to the effective date of implementation of preventive action for the same or similar defect.

9. Quality Deficiency Report. SF368 form or format used to record and transmit product quality deficiency data.

10. Quality Investigation. A comprehensive investigation conducted by the Action/Support Activity to determine whether the reported unsatisfactory material was repaired, manufactured or tested in conformance to required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective action will be initiated when inadequacies are confirmed and shall assure conditions causing the inadequacies are identified and eliminated.

11. Technical Data (New or Revised). Technical Data means recorded information, regardless of form, of a scientific or technical nature. It may, for example, document research, experimental, development, or engineering work; or be usable or used to define a design or process or to procure, produce, support, maintain, or operate equipment. The data may be graphic or pictorial delineations in media such as drawings or photographs; text in specifications, related performance or design type documents; in machine forms such as punched cards, magnetic tape, computer memory printouts; or may be retained in computer memory. Examples of technical data include research and engineering data, process sheets, manuals, technical reports, catalog item identifications, and related information. Technical data does not include financial, administrative cost and pricing, and management data, or other information incidental to contract administration.

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